GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:6846
ANSWERED ON:11.05.2005
QUALITY OF SERVICES OF BSNL AND MTNL
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the TRAI had laid down the parameters of Quality of Services (QoS) for telecom operators;

(b) if so, the QoS for Mobile, GSM and CDMA technology separately;

(c) whether according to feedback received by the TRAI wireless offers better QoS to the customers;

(d) if so, the facts thereof;

(e) whether the BSNL and the MTNL are not meeting the QoS parameters for fixed line phone service; and

(f) if so, reasons therefor?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) & (b) Yes, Sir. TRAI has laid down the QoS parameters applicable for Basic and Cellular Mobile Service Provider`s network vide gazette notification No. 112-17/98-TRAI (Tech.) Vol.- III dated 5.7.2000. These benchmarks for mobile services prescribed in the regulation are equally applicable to both GSM and CDMA technology. Extracts from the notification are given in the Annexure.

(c) & (d) The QoS parameters for basic service are applicable to both wireline and wireless. However, as per the report received by TRAI, performance of operators providing basic service through wireless technology is comparatively better than those providing the service through wireline technology in respect of parameters like provision of new connections, fault incidences, fault repaired by next working day, mean time to repair, shifts and closures.

(e) & (f) As per the performance monitoring report (PMR) for quarter ended December, 2004, BSNL and MTNL are not meeting the stipulated benchmarks of TRAI, in respect of certain parameters. MTNL and BSNL have legacy network based on copper which is difficult to maintain and are very old and fault prone. Almost one-third of the telecom lines and about 79% of telephone exchanges of BSNL are working in rural, far flung and difficult to access areas where there is either no power or reliable electric supply. Further, in fast developing scenario, some areas become technically non-feasible. The two PSUs are continuously taking measures to meet the service parameters by modernizing the network, providing innovative services at affordable rates and improving customer care services.

Annexure

EXTRACTS FROM TRAI REGULATION ON QUALITY OF SERVICE OF BASIC AND CELLULAR MOBILE TELEPHONE SERVICES, 2000

Section-IV

QOS Parameters:

(i) For Basic Telecommunication Services:

S. N.	Parameters	Short term before the end of 12 months	Intermediate term before the end of 24 months	Long term before the end of 48 months	Averaged over a period of
1	Provision of a telephone after registration of demand	<21 days	<15 days	<7 days	One quarter
2	Fault incidences (No. of faults/100 subscribers /month)	<12	<7	<3	One quarter

3	Fault repair by next working day	>85%	>87%	>90%	One month
4	Mean Time To Repair (MTTR)	<24 Hrs.	<12 Hrs	<8 Hrs	One month
5	Dial Tone Delay	0.90 Probability of not exceeding 600msec with a mean value of 400 mS	0.92 Probability of not exceeding 600msec with a mean value of 400 mS	0.95 Probability of not exceeding 600msec with a mean value of 400 mS	One quarter
6	Grade of Service	a) Junction between local exchanges – 0.002 b) Outgoing junctions from TAX to local exchange –0.005 c) Incoming junctions from local exchange to TAX –0.005 d) Incoming or out going junctions between TAX's 0.005 e) Switching network should be non-blocking or should have extremely low blocking probability	Same as short term	Same as short term	One quarter
7	Call Completion Rate within a local network should be better than	>55%	>60%	>65%	
8	Metering and billing credibility	Not more than 0.2% of bills issued should be disputed over a billing cycle	Not more than 0.15% of bills issued should be disputed over a billing cycle	Not more than 0.1% of bills issued should be disputed over a billing cycle	One Billing Cycle
9	Operated Assisted Trunk Calls	Urgent Calls < 1 hr.30 min delay Ordinary calls<2 hrs 30 min delay	Urgent Calls < 1 hr. 15 min delay Ordinary calls<2 hrs 15 min delay	Urgent Calls < 1 hr. delay Ordinary calls<2 hrs delay	One month
10	Response Time to other operator assisted services	85% calls < 10 sec	90% calls < 10 sec	95% calls < 10 sec	One month
11	Customer Care (Promptness in attending to customers requests) 95% of requests				One month
	- Shifts	< 7 days	< 5 days	< 3 days	
	- Closures	<24 Hrs.	<24 Hrs.	<24 Hrs.	
	- Additional Facility	<48 Hrs.	<36 Hrs.	<24 Hrs.	
12	Percentage of repeat faults	<2%	<1.5%	<1%	One month
13	Customer perception of services				

(i) % satisfied with the provision of service	>80	>90	>95
(ii) % satisfied with the billing performance	>80	>85	>90
(iii) % satisfied with help services	>80	>85	>90
(iv) % satisfied with network performance, reliability and availability	>85	>90	>95
(v) % satisfied with maintainability	>85	>90	>95
(vi) Overall customer satisfaction	>80	>85	>95
(vii) Customer satisfaction with offered supplementary services % satisfied	>80	>85	>95

(ii) QoS parameters For Cellular Mobile Telephone Services:

S. N.	Parameter	Short term (before the end of 12 months)	Intermediate term (before the end of 24 months)	Long term (before the end of 36 months)	Averaged over a period of
A	Fault incidence & Repair				
(i)	Fault Incidence (Number of faults/100 subscribers/ month)	<3	<2	<1	One quarter
(ii)	Faults cleared within 24 Hrs	>98%	>99%	100%	One quarter
(iii)	Accumulated down time of Community Isolation	<24 hours	<24 hours	<24 hours	One quarter
B	Network Performance				
(i)	Call Success Rate (within licensees own network)	>98%	>98%	>99%	One quarter
(ii)	Service Access Delay	Between 9 to 20 seconds depending upon number of paging attempts (Average of 100 calls 15 sec)			One quarter
(iii)	Call Drop Rate	<4%	<3.5%	<3%	One quarter
(iv)	Percentage of connections with good voice quality	>90%	>92%	>95%	One quarter
C	Billing Complaints				
(i)	Billing complaints per 100 bills issued	<0.2%	<0.15%	<0.1%	One quarter
(ii)	%age of billing complaints resolved within 4 weeks	>99%	100%	100%	One quarter
(iii)	Period of all refunds/ payments due to customers from the date of resolution of complaints as in (ii) above	<6 weeks	<5 weeks	< 4 weeks	One quarter
D	Customer perception of service				
(i)	% satisfied with the provision of service	>80	>90	>95	
(ii)	% satisfied with the billing performance	>80	>85	>90	
(iii)	% satisfied with help services	>80	>85	>90	

(iv) % satisfied with network performance, reliability and availability	>85	>90	>95
(v) % satisfied with maintainability	>85	>90	>95
(vi) Overall customer satisfaction	>80	>85	>95
(vii) Customer satisfaction with offered supplementary services % satisfied	>80	>85	>95